



YES (Yield Engineering Systems, Inc.) is a leading manufacturer of reliable, high-tech, cost-effective capital equipment that transforms materials and surfaces at the nanoscale. From startups to the Fortune 50, our customers rely on YES to help them unleash products that change lives – from cellphones and IoT devices, to AI and virtual reality, to diagnostic tests for COVID.

As a preferred provider of wet and dry process technology, we look forward to talking with smart, energetic, team-oriented people who can grow with us. We provide competitive salary and benefits, including employee stock ownership, and some of the best co-workers you'll find anywhere. If this appeals to you, please read on!

Job Title: Director of Global Service

Location: Fremont, CA (preferred) or Phoenix, AZ. Will consider hybrid/remote, for the right candidate.

We are now looking for a resourceful and commercially-oriented **Director of Global Service** to develop and lead our service business worldwide. This position will require interacting directly with key accounts, as well as managing other team members to maximize quality, customer satisfaction and commercial growth consistent with YES's overall business plan. The successful candidate will be highly collaborative, an excellent communicator, and possess an entrepreneurial spirit and drive consistent with a high performing start-up. This position will report to the company's Vice President of Global Product Management and Global Services.

Responsibilities will include but not be limited to:

- Build a global world-class service organization including a two-tier support structure
- Build a strong tech support organization with training capabilities
- Develop training plans for new employees and certification program for existing employees
- Identify resource gaps, and hire and train service employees
- Implement a Service Management module with baseline KPIs, and refine these based on company's goals and customer requirements
- Develop, document, and implement service processes and procedures
- Build a Key Account support structure in proximity to key customer locations; develop and implement 24x7 capabilities in all key account locations
- Staff development center and build regional self-sufficiency
- Manage escalations and coordinate with sustaining engineering support as needed
- Meet customer requirements and commitments for parts availability and fill rates
- Develop a spare parts list by platform and maintain a spares footprint worldwide
- Develop Service Product Option Architecture and offer differentiated service capabilities for key accounts, warranties, and contract customers
- Align with Operations to improve systems OBQ (on-board quality), testing, and joint installation teams to improve customers' experience
- Grow the service business to meet corporate goals
- Provide leadership and customer-obsessed culture

Qualifications

- Bachelor's degree in a science discipline (minimum)
- 10+ years of progressive managerial experience in CAPEX semiconductor service management, with process experience in BEOL (back end of line) applications
- Successful experience leading global service organizations
- Proven track record of establishing strong, executive-level customer relationships
- History of creating:
 - Service models for new products, including establishing world-class I&W (install & warranty) cost ratios
 - Service customer satisfaction metrics
- Demonstrated ability to:
 - Drive performance at key accounts
 - Lead service organizations to high performance
 - Lead large teams and manage projects by leveraging data and analytics to drive measurable business results
 - Communicate (verbal and written) with executive customer representatives
- Experience from start-up or growth company environments preferred
- Ability to interact effectively with multiple departments on cross-functional initiatives and priorities
- Excellent attention to detail, without losing the big picture
- Proven ability to tie strategic thinking to operational execution
- Proactive approach, with high sense of urgency
- Progressive thinker, open-minded
- Ability to travel approximately 30%

Compensation

- YES offers a stimulating and fun working environment, competitive salaries & benefits, performance bonuses, and company stock.

Additional Information

- Applicants must be currently authorized to work in the United States on a full-time basis.
- YES is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit, and business need.

Come find out why YES is such a great place to work. Apply today!